



QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

GSQ0017AJ0092

Central Data Exchange (CDX)

in support of:

United States Environmental Protection Agency (EPA)

FEDSIM Project Number EP00838

1.0 INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) is pursuant to the requirements listed in the Statement of Work (SOW) entitled Central Data Exchange (CDX). This QASP sets forth the procedures and guidelines the Federal Systems Integration and Management Center (FEDSIM) will use in ensuring the required performance standards or services levels are achieved by the contractor.

1.1 PURPOSE

The purpose of the QASP is to describe the systematic methods used to monitor performance and to identify the required documentation and the resources to be employed. The QASP provides a means for evaluating whether the contractor is meeting the performance standards or quality levels identified in the SOW and the contractor's Quality Control Plan (QCP), and to ensure that the Government pays only for the level of services received.

This QASP defines the roles and responsibilities of all members of the Integrated Project Team (IPT), identifies the performance objectives, defines the methodologies used to monitor and evaluate the contractor's performance, describes quality assurance documentation requirements, describes the analysis of quality assurance monitoring results, and provides a Performance Requirements Summary (Attachment 1) that includes the method used to improve contractor performance when appropriate.

1.2 PERFORMANCE MANAGEMENT APPROACH

This QASP will define the performance management approach taken by FEDSIM to monitor and manage the contractor's performance to ensure the expected outcomes or performance objectives communicated in the SOW are achieved. Performance management rests on developing a capability to review and analyze information generated through performance assessment. The ability to make decisions based on the analysis of performance data is the cornerstone of performance management; this analysis yields information that indicates whether expected outcomes for the project are being achieved by the contractor.

Performance management represents a significant shift from the more traditional Quality Assurance (QA) concepts in several ways. Performance management focuses on assessing whether outcomes are being achieved and to what extent versus scrutiny of compliance with the processes used to achieve the outcome. A performance-based approach facilitates the contractor providing an innovative solution within the stated constraints that gives the Government the opportunity to receive outstanding results. A "results" focus provides the contractor flexibility to continuously improve and innovate over the course of the contract as long as the critical outcomes expected are being achieved and/or the desired performance levels are being met.

1.3 PERFORMANCE MANAGEMENT STRATEGY

The contractor is responsible for the quality of all work performed. The contractor measures that quality through the contractor's own Quality Management (QM) program. QM is work output, not workers, and therefore includes all work performed under this contract regardless of whether the work is performed by contractor employees or by subcontractors. The contractor's QCP will set forth the staffing and procedures for self-inspecting the quality, timeliness, responsiveness,

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

customer satisfaction, and other performance requirements in the SOW. The contractor will develop and implement a performance management system with processes to assess and report its performance to the designated Government representative. This QASP enables the Government to take advantage of the contractor's QM program.

Government representative(s) will monitor performance and review performance reports furnished by the contractor to determine how the contractor is performing against communicated performance objectives. ~~The Government will make a determination regarding incentives based on performance measurement metric data and notify the contractor of those decisions.~~ The contractor will be responsible for making required changes in processes and practices to ensure performance is managed effectively.

2.0 ROLES AND RESPONSIBILITIES

2.1 CONTRACTING OFFICER (CO)

The CO is responsible for monitoring contract compliance, contract administration, and cost control and for resolving any differences between the observations documented by the Contracting Officer's Representative (COR) and the contractor. The CO will designate one full-time COR as the Government authority for performance management. The number of additional representatives serving as technical inspectors depends on the complexity of the services measured, as well as the contractor's performance, and must be identified and designated by the CO.

2.2 CONTRACTING OFFICER REPRESENTATIVE (COR)

The COR is designated in writing by the CO to act as his or her authorized representative to assist in administering a contract. COR limitations are contained in the written appointment letter. The COR is responsible for technical administration of the project and ensures proper Government surveillance of the contractor's performance. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf. Any changes that the contractor deems may affect contract price, terms, or conditions shall be referred to the CO for action. The COR will have the responsibility for completing QA monitoring forms used to document the inspection and evaluation of the contractor's work performance. Government surveillance may occur under the inspection of services clause for any service relating to the contract.

3.0 IDENTIFICATION OF REQUIRED PERFORMANCE STANDARDS/QUALITY LEVELS

The required performance standards and/or quality levels are included in the in Attachment 1, "Performance Requirements Summary."

4.0 METHODOLOGIES TO MONITOR PERFORMANCE

4.1 Surveillance Techniques

In an effort to minimize the performance management burden, simplified surveillance methods shall be used by the government to evaluate contractor performance when appropriate. The primary methods of surveillance are:

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

- a. Random sampling, which shall be performed by the COR designated inspector.
- b. 100% Inspection for certain deliverables identified in Attachment 1.

4.2 Customer Feedback

The contractor is expected to establish and maintain professional communication between its employees and customers. The primary objective of this communication is customer satisfaction. Customer satisfaction is the most significant external indicator of the success and effectiveness of all services provided and can be measured through customer complaints.

Performance management drives the contractor to be customer focused through initially and internally addressing customer complaints and investigating the issues and/or problems. The customer should work through the COR to communicate and document complaints.

Customer complaints, to be considered valid, must set forth clearly and in writing the detailed nature of the complaint, must be signed, and must be forwarded to the COR. The COR will accept those customer complaints and investigate them using the Quality Assurance Monitoring Form: Customer Complaint Investigation, identified in Attachment 3.

Customer feedback may also be obtained either from the results of formal customer satisfaction surveys or from random customer complaints.

5.0 QUALITY ASSURANCE DOCUMENTATION

5.1 The Performance Management Feedback Loop

The performance management feedback loop begins with the communication of expected outcomes. Performance standards are expressed and assessed using the performance monitoring techniques shown in Attachment 1.

5.2 Monitoring Forms

The Government's QA surveillance, accomplished by the COR, will be reported using the monitoring forms in Attachments 2 and 3. The forms, when completed, will document the Government's assessment of the contractor's performance under the contract to ensure that the required results service levels are being achieved.

The COR will retain a copy of all completed QA monitoring forms.

6.0 ANALYSIS OF QUALITY ASSURANCE MONITORING RESULTS

6.1 Determining Performance

The Government shall use the monitoring methods cited to determine whether the performance standards and service levels have been met. If the contractor has not met the minimum requirements, it may be asked to develop a corrective action plan to show how and by what date it intends to bring performance up to the required levels.

6.2 Reporting

At the end of each month, the COR will prepare a written report summarizing the overall results of the quality assurance surveillance of the contractor's performance. This written report, which

includes the contractor's submitted monthly report and the completed quality assurance monitoring forms (Attachment 2), will become part of the QA documentation. It will enable the Government to demonstrate whether the contractor is meeting the performance standards, including cost/technical/scheduling objectives.

6.3 Reviews and Resolution

The COR may require the contractor's project manager, or a designated alternate, to meet with the CO and other Government IPT personnel as deemed necessary to discuss performance evaluation. The COR will define a frequency of in-depth reviews with the contractor, including appropriate self-assessments by the contractor; however, if the need arises, the contractor will meet with the COR as often as required or per the contractor's request. The agenda of the reviews may include:

- a. Monthly performance assessment data and trend analysis
- b. Issues and concerns of both parties
- c. Projected outlook for upcoming months and progress against expected trends, including a corrective action plan analysis
- d. Recommendations for improved efficiency and/or effectiveness
- e. Issues arising from the performance monitoring processes.

The CO and COR must coordinate and communicate with the contractor to resolve issues and concerns regarding marginal or unacceptable performance.

The CO, COR, and contractor should jointly formulate tactical and long-term courses of action. Decisions regarding changes to metrics, thresholds, or service levels should be clearly documented. Changes to service levels, procedures, and metrics will be incorporated as a contract modification.

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

ATTACHMENT 1: PERFORMANCE REQUIREMENTS SUMMARY

PERFORMANCE METRIC NAME	PERFORMANCE METRIC DEFINITION	WORK PRODUCTS	SERVICE LEVEL	METHODS OF SURVEILLANCE
Schedule Accuracy	This metric will evaluate the timeliness of the delivery of project management and technical material deliverables. Determined by the comparison of scheduled to actual delivery date based on business days.	All contractual deliverables outlined in the SOW.	75% of deliverables submitted to EPA on the due date and accepted. If rejected, the resubmission date of the deliverable that is eventually accepted is what shall be recorded as the deliverable submission date for this metric.	100% Inspection: Track deliverable due dates and actual deliverable submission dates
Quality of Documentation and Deliverables	This metric will measure the number of iterations required for deliverable final acceptance by EPA	All contractual deliverables and any additional deliverables outlined in the SOW	90% of documents have no more than 1 iteration after initial deliverable submission to EPA for acceptance.	100% Inspection: Track the deliverable iterations using the version numbers for each deliverable submission to EPA in the CDX Metrics Workbook or dashboard developed by the contractor.
Quality of Software Test Deliverables	Government acceptance of final test results based on User Acceptance Testing Phase for the contractor developed code. Classification of issues is determined by both EPA and the contractor in joint review sessions.	Completed UAT Test Report	All critical or high issues are fixed within one business day of issue identification	100% Inspection: All critical or high issues are fixed within one business day of issue identification
Quality of Software into Production	Government acceptance of software into CDX production environment and new issues do not arise because of new software	Software developed by the contractor	Minimal new issues (no more than 3) arise as a result of implementing new software developed by the contractor into the CDX production environment	100% Inspection: Review of Production issues for period following installation

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

PERFORMANCE METRIC NAME	PERFORMANCE METRIC DEFINITION	WORK PRODUCTS	SERVICE LEVEL	METHODS OF SURVEILLANCE
Project Cost Estimate Accuracy	This metric will measure the accuracy of the cost estimate in the contractor's project response. The EPA approved cost estimate shall be compared with the actual cost of the TDD.	Project Response documents with initial cost estimate	Actual Project costs are not more than 10% of the estimated costs. A documented innovative solution that wasn't originally in the contractor's project response, and that is acceptable to the government, shall require the contractor to send a revised project response with a revised cost estimate and technical approach.	100% Inspection: Monthly Status Reports (MSR) report on project cost estimates vs. TDD cost actual.
Shareholder Support	Shareholder satisfaction with contractor support provided	Random customer survey distributed to the CDX stakeholder managing each project	A random average survey score of 3 out of 5 for the project	Random Sampling: Survey results delivered to EPA
Security Information Assurance	Applicable vulnerability alerts, bulletins and technical advisories implemented within 30 calendar days of issue date	Vulnerability alerts Bulletins Technical Advisories Weekly NCC Meetings and CCB meetings CSIRC Report as they come out	100% of Notices implemented by due date specified in the project	Random Sampling: Contractor shall maintain a log of alerts, bulletins and technical advisories, the implementation/ action due dates, and the date the contractor completed implementation.

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

PERFORMANCE METRIC NAME	PERFORMANCE METRIC DEFINITION	WORK PRODUCTS	SERVICE LEVEL	METHODS OF SURVEILLANCE
Tier III Support	Length of time to respond to a CDX help desk ticket. A contractor's response includes the problem or issue, the probable cause of the problem/issue a proposed resolution and approach for correction and a category of severity assigned (if applicable). Critical issues - Production environment only; issue that prohibits s a user from meeting a reporting deadline and typically impacts multiple users. High Issues - Production or Test environment, but not development; issue may contain a work around and issue affects one or small subset of users and is not critical for immediate reporting deadline.	N/A	<p>90% of all Critical or High Production Issues have a probable cause, proposed resolution, and approach identified and communicated to EPA within 24 hours of issue identification.</p> <p>90% of all High Non-Production Issues have a probable cause, proposed resolution, and approach identified and communicated to EPA by the end of the next business day of issue identification.</p>	Random Sampling: Individual Review of Tickets from the contractor's work request management system
Product Monitoring	<p>Product monitoring of software and hardware licenses including anti-virus scanning and PatchLink OS updates</p> <p>This metric will measure the contractor's ability to update products and registrations, including licenses before they expire and become unsupported by the corresponding software or hardware vendor.</p>	CDX Asset and Purchase Tracking Spreadsheet and Request to Initiate Purchase (RIP) Tracker	No (0%) products (software or hardware) go unsupported. The contractor shall submit a recommendation for an appropriate upgrade point/date at least 30 calendar days prior to license or product expiration. If the recommendation is submitted 29 days prior to expiration and the product ends up going unsupported, then the contractor did not meet this service level.	<p>Random Sampling:</p> <p>Un-supportability dates are identified and tracked by the contractor through the CDX Asset and Purchase Tracking Spreadsheet</p>

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

ATTACHMENT 2: SAMPLE QUALITY ASSURANCE MONITORING FORM

SERVICE or STANDARD: _____

SURVEY PERIOD: _____

SURVEILLANCE METHOD (Check):

☐ Random Sampling ☐ 100% Inspection ☐ Periodic Inspection ☐ Customer Complaint

LEVEL OF SURVEILLANCE (Check):

☐ Monthly ☐ Quarterly ☐ As needed

PERCENTAGE OF ITEMS SAMPLED DURING SURVEY PERIOD: %

ANALYSIS OF RESULTS:

Observed Service Provider Performance Measurement Rate: %

Service Provider's Performance (Check):

☐ Meets Standards

☐ Does Not Meet Standards

Narrative of Performance During Survey Period: _____

PREPARED BY: _____ **DATE:** _____

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

ATTACHMENT 3

QUALITY ASSURANCE MONITORING FORM –
CUSTOMER COMPLAINT INVESTIGATION

SERVICE or STANDARD:

SURVEY PERIOD: _____

DATE/TIME COMPLAINT RECEIVED: _____ AM / PM

SOURCE OF COMPLAINT: _____ (NAME)

_____ (ORGANIZATION)

_____ (PHONE NUMBER)

_____ (EMAIL ADDRESS)

NATURE OF COMPLAINT:

RESULTS OF COMPLAINT INVESTIGATION:

DATE/TIME SERVICE PROVIDER INFORMED OF COMPLAINT: _____ AM / PM

CORRECTIVE ACTION TAKEN BY SERVICE PROVIDER:

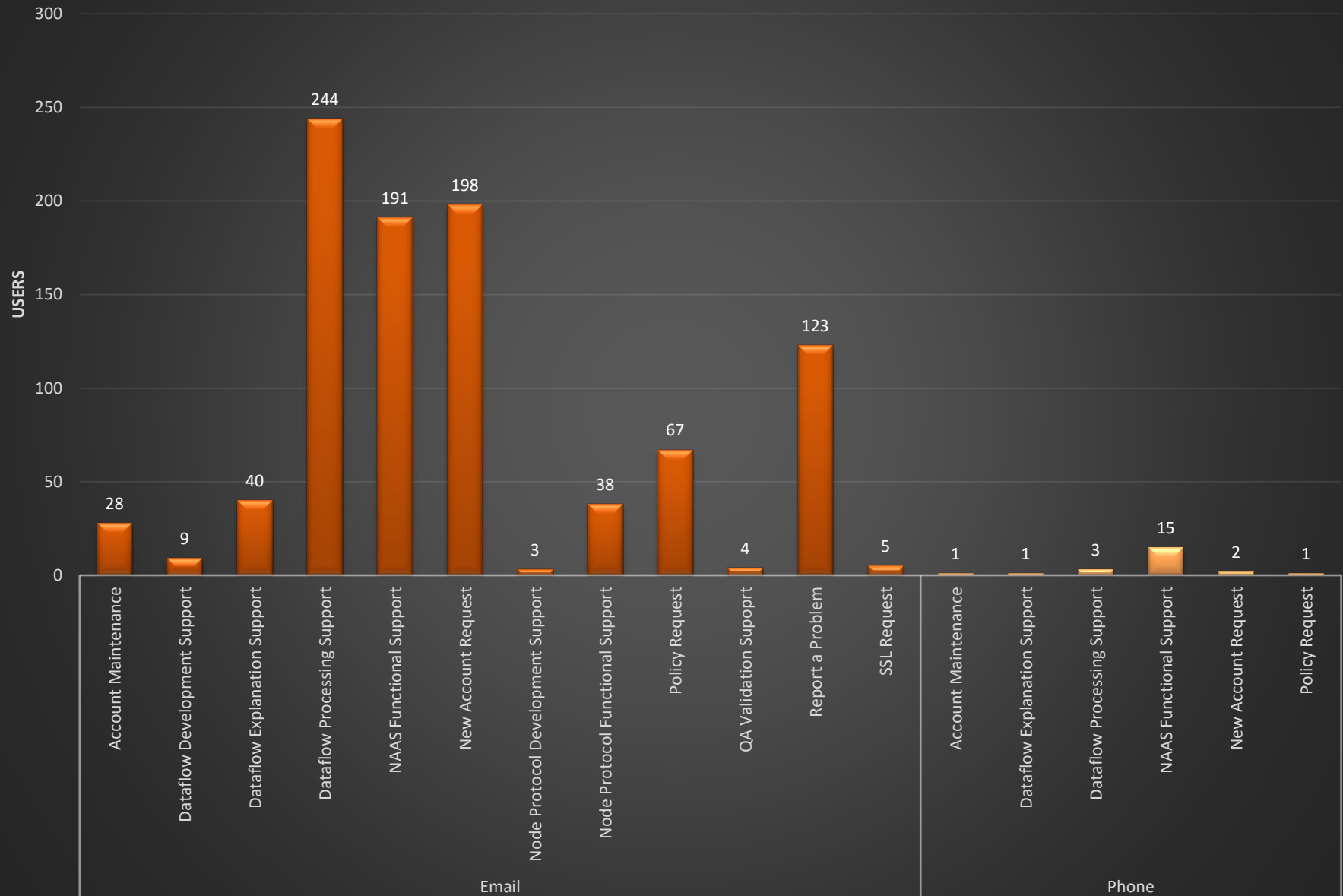
RECEIVED AND VALIDATED BY: _____

PREPARED BY: _____

DATE:

FY2017 10/01/2016 - 09/30/2017 - Inquiry Origin

Inquiry Origin: CDX User contacted the help desk by email or phone.



CDX Applications (Flows, Apps, Notifications)	Environment/Phase	CROMER	Compliance
ARCS		Yes	Yes
CAFO	Development	Yes	?
CEDRI-WebFire	Production	Yes	Decommissioned
CEDRI	Production	Yes	Yes
eBeaches (WQX)	Production	No	N/A
eBeaches (Monitoring)	Production	No?	
eBeaches (Notification)	Production	No?	
e-GGRT	Production	Yes	Yes
eIUR	Design	Yes	?
eNOI /SweNOI	Production	Yes	No
eTSCA/ePMN	Production	Yes	Yes
EnviroFlash-OTAAQ	Production	No	N/A
EnviroFlash-SU	Production	No	N/A
EnviroFlash-UVI	Production	No	N/A
FOND	Production	No	N/A
LEAD	Production	Yes	Yes
LT2	Production	Yes	No
NESHAPS RAD	Production	??	Decommissioned
NeT	Production	Yes	
NetDMR	Production	Yes	Yes
NetDMR-TX	Production	Yes	?
ODS-CBI	Production	Yes	Yes
OTAAQ-DCFuels	Production	Yes	Yes
OTAAQ-EMTS	Production	No?	No
RADNet	Production	No	N/A
RADnet Immediate	Production	No	N/A
RADnet Public	Production	No	N/A
RADnet REST	Production	No	N/A
RCRA Info	Production	No	N/A
RMP-eSubmit	Production	??	?
RMP-Data Download	Production	??	
RMP-WebRC	Production	Yes	?
SDWARS / UCMR 3	Production	Yes	Yes
SDWIS ODS Web (OWIRATT and NHDEvent)	Production	Yes	?
TRIMe Web	Production	Yes	Yes
VERIFY	Production	Yes	No
VGP	Production	Yes	Yes
WCIT	Production	No	N/A

eSIP?

[illegible]

CDX Support Contract Project Estimate

COR: _____ Program Office: _____

TPOC: _____ Date: _____

Project Contact: _____ Project Number: _____

Project Name: _____

Requirements Document (attach): _____

This estimate confirms the vendor's understanding of the scope of work outlined in the requirements document identified above and provides an estimate for the effort associated with this project.

(expand to additional pages as required)

Tasks:

-

-

Assumptions:

-

-

Proposed Plan:

-

-

Deliverables:

-

-

Pricing Estimate (breakout by Labor Category/Rate):

-

ODCs/Tools/Travel Required:

☐ No, not required. ☐ Yes, listed below.

-

-

This attachment will be provided at time of award.

Frequency	Service
Annual	TRI Courier Service renewal
Annual	TRI PO Box Renewal
Annual	RMP PO Box Renewal
Annual	Lectora Inspire Software Renewal 2017
Annual	WildCard SSL Certificate Renewals
Annual	Vmware Maintenance Renewal 2017
Annual	Oracle Database Licenses and Support for CDX
Annual	CheckPoint Nokia Device Maintenance Renewal 2017
Annual	Symantec Maintenance Renewal 2017
Annual	IBM Tape Library Maintenance Renewal
Annual	SQL Data Maintenance and Support Renewal 2017

Expiring in:
May 2018
April 2018
April 2018
March 2018
March 2018
March 2018
March 2018
April 2018
May 2018
May 2018
May 2018

Third Party Release Checklist

Flow Information	
*Flow Name:	*Version:
*Customer Representative:	*Destination Environment
*Change Request #:	Pre-Production/Test <input type="checkbox"/>
	Production <input type="checkbox"/>
Delivery Date:	*Vendor Name:
*Planned Release date:	Flow Contact Name & Number:
Test: Production:	
*Checklist To Be Completed By Vendor:	
<input type="checkbox"/> Software (Source Code). This will include a list of locations/labels of original source code/binaries/files, intended deployment locations, dependencies, special instructions, etc. <input type="checkbox"/> Configuration files – attach documentation detailing new files and changes to existing configuration files <input type="checkbox"/> List of shared dll files affected – attach list Database Changes? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, attach details Schema Changes? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, attach details <input type="checkbox"/> Detailed software testing results (including list of test scripts conducted and expected results). <input type="checkbox"/> Compatibility test results. <input type="checkbox"/> Deployment instructions. <input type="checkbox"/> Emergency stop/restart instructions if needed <input type="checkbox"/> Back-out instructions – please attach with delivery <input type="checkbox"/> Release Notes <input type="checkbox"/> O&M Guide <input type="checkbox"/> Help Desk Guide – This is for the Helpdesk team to answer any question they may face upon deployment. Are new Domain names needed? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, have they been requested?	
*Impact Assessment	

<p>*What Configuration Items in the application are being changed?</p>	<p><i>(Check All That Apply)</i></p> <p><input type="checkbox"/> Source Code or Executables</p> <p><input type="checkbox"/> DB Schema</p> <p><input type="checkbox"/> DB Stored Procedure</p> <p><input type="checkbox"/> ASP/JSP Pages</p> <p><input type="checkbox"/> XML Schema</p> <p><input type="checkbox"/> Schematron Rules</p> <p><input type="checkbox"/> Application Data</p> <p><input type="checkbox"/> Customer Data</p> <p><input type="checkbox"/> Configuration Files</p> <p><input type="checkbox"/> Access or Security Control (Specify):</p> <p><input type="checkbox"/> Other (Specify):</p>
<p>What is the deployment impact to existing CDX users?</p>	<p><i>(Check Only One)</i></p> <p><input type="checkbox"/> None</p> <p><input type="checkbox"/> Single Flow Outage</p> <p><input type="checkbox"/> Multiple Flow Outage</p> <p><input type="checkbox"/> Other (Specify): WQX Web Application will be down, but WQX Flow at CDX will be unaffected.</p>
<p>What is the expected deployment impact to the CDX system?</p>	<p><i>(Check Only One)</i></p> <p><input type="checkbox"/> None</p> <p><input type="checkbox"/> Service Restart</p> <p><input type="checkbox"/> Single Server Reboot</p> <p><input type="checkbox"/> Multiple Server Reboot</p> <p><input type="checkbox"/> Other (Specify):</p>
<p>Special Instructions:</p>	

Reporting Center Dedicated Hardware and Licenses

RMP RC Dedicated Equipment

Name	Manufacturer	Model
FILE CABINET (CBI)	UNKNOWN	4 DRAWER
Computer	DELL	OptiPlex 9020 Small Form Factor
Computer	DELL	OptiPlex 9020 Small Form Factor
SCANNER, BARCODE	ZEBRA TECH	TLP2824+
Laser Printer	HP	Laserjet Pro M401N
APC Back-UPS Pro 700	APC	BR700G
APC Back-UPS Pro 700	APC	BR700G
Apple MacBook Pro 13-Inch	Apple	A1706

DPC/RC licenses

Government software for all programs supported by the DPC/RC:

Program	Software	Notes
Lead	Lectora Inspire (COTS)	Training course development
RMP	Bartender (COTS)	Barcode printer software
	Windows 10 Pro 64bit	
TRI	TOAD for Oracle	
	Bartender (COTS)	Barcode printer software
CEDRI	none	
eDisclosure	none	
Verify	none	

CDX Support Contract Technologies

This is a list of technologies supported by the CDX Support Contract. While expansive, the list is not all-inclusive. Support of additional technologies may be required.

Oracle 12c

SQL Server 2012/2008

Microsoft Windows 2012/2008

RedHat 6

SQLData SoapServer

IIS

Apache Web Server

Apache Tomcat

WildFly

JBoss

Adobe ColdFusion

Versiform

Nagios

Oracle Enterprise Manager

Nessus

Microsoft System Center

Microsoft Scale-Out File Server

Microsoft Storage Spaces

Microsoft Hyper-V

Microsoft NLB

Microsoft Sharepoint

Big-IP LTM

VMWare

Java 8

.NET

Symantec Endpoint Protection

PHP

Ruby

Javascript

XML/SOAP

REST

JRUN

IBM BigFix

Drupal

Geospatial Tools

Data.gov widgets

Outlook 365 (SharePoint, OneNote, Outlook)

API's <https://developer.epa.gov/>

LAMP

Microsoft Development Stack

WISP Stack

CM Tools: Confluence, PHYR, JIRA, Stash/Bamboo, Sonarcube, Github BitBucket, etc.

Specialized 3rd Party Software and Web Services:

Network Authentication & Authorization Service (NAAS)

LexisNexis (InstantID/Instant Verify/Instant Access)

Twilio

Pay.gov (TCS)

OpenID Exchange

OAuth

RSA BSafe Crypto-J

MSCAPI

Service Category	Service	Sub-Service	Description
Identity & Access Management			
	User Registration		Registration Services provide the functionality to set up user accounts in CDX, associate these accounts with programs services and assign roles supported by the program office services.
		Open Registration	Open Registration Services provide the functionality for any user to register as a CDX user and request authorization for a data exchange. Authorization levels for specific roles and services are determined by the program office lead.
		Pre-Registration	Pre-Registration services provide the functionality for an authorized user within CDX to input user profile information to perform registration for another user, resulting in that user being sent credentials.
		Closed Registration	Closed registration services provide the functionality for program offices to require an action from an authorized actor or activity to support registration (e.g., pre-registration, direct email notification, etc.) It does not allow users to independently to register for a data exchange.
		Registration Sponsorship	The Registration Sponsorship services provide organization level role sponsorship (i.e., a greater level of authority within the data exchange application) to endorse a new user for a particular role and/or authorize signing authority to users to meet regulatory reporting requirements.
		Registration Web Service	The Registration Web Services provide the functionality for an external application to leverage the centralized CDX Registration Service.
		Account Maintenance	The Account Maintenance services provide the functionality for CDX account holders to change and update their account information updated, keeping their registration current and maintaining their ability to submit in accordance with submission requirements. This service includes typical account maintenance activities such as creation, updating and role delegation.
Authentication & Authorization			
		CDX Web Authentication & Authorization	CDX authentication and authorization services provide the functionality for user roles and permissions to be established in support of data exchange services.
		Exchange Network A&A (M2M)	Network Authentication and Authorization Services (NAAS) provide the functionality for machine-to-machine (M2M) authentication. NAAS allows encrypted multi-factor credential tied to a machine IP address and a user account. It can be used as the replacement of password for Network Nodes or other web applications.
		Exchange Network (NAAS) Account Maintenance	Network Authentication and Authorization Services (NAAS) provide the functionality for a set of shared security services which include: user authentication, identity management, policy management, and access control. NAAS is hosted centrally by EPA and used by EN node administrators to manage users and access control policies of an EN node.
Security & Audit Support			
	Audit Assistance		The Audit Assistance service provides CDX program office customers with assistance during audits of their program office system that is related to a CDX data flow. This service includes multiple types of audits including security audits or those performed by EPA's Office of the Inspector General (OIG).

Service Category	Service	Sub-Service	Description
	MOU / ISA support		MOU / ISA Support Services provide assistance in creating documetation for Memeorandums of Understanding and Interconnection Security Agreements in creating data exchange services and applications interconnecting with the CDX computing environment.
	FRR Support		FRR Support Services provide assistance in creating documetation for and prprocessing Firewall Rule Requests to establish interconnections between sepatate network environmetns in NCC.
Help Desk & Processing Support			
	CDX Help Desk		The CDX Help Desk service provides Tier 1 & 2 Help Desk Support to CDX customers and stakeholders. This service also includes escalation of issues to a Tier 3 Help Desk as necessary. The Help Desk includes preliminary analysis and troubleshooting of CDX login and general CDX support issues.
	Exchange Network Help Desk		The Exchange Network Tools Support services provides Tiers 1, 2, and 3 customer support for CDX customers who use the various exchange network tools, including node clients, node appliances, and node administration tools. CDX customers can obtain support for the implementation and configuration of these tools and obtain help in administering node clients through the use of node administration tools.
	Registration Maintenance & Account Manager (RMAM)		The User management process provides CDX customers the ability to identify and assign individuals within their organization to roles in the paper data processing or electronic reporting submission workflow.
	Node User Support		The Node User Support service provides Tiers 1, 2, and 3 help to CDX customers with nodes. The service includes a Node Support Help Desk which manages issues relating to NAAS Authentication and Nodes. The Node Support Help Desk is staffed between the hours of 8:00 am and 6:00 pm (EST).
	Program Office Help Desk Coordination / Integration		The Program Office Help Desk Coordination/Integration service provides program offices with assistance in developing a seamless connection between a program office help desk and the CDX Help Desk. This coordination service also includes intetgration between the program office help desk and CDX's Tier 3 support.
	Data Processing Center		???
		Paper Data Processing	The Paper Data Processing service provides CDX customers who have a business requirement to receive paper submissions with the infrastructure and processes necessary to process paper environmental reports or forms. This service includes the day-to-day operations associated with processing (including storage of submissions) as well as tracking and reporting on those operations.
		Paper ESA Processing	The eESA Processing service provides assistance with the processing of paper electronic signature agreements which legally bind the submitter's electronic submission to their signature. This service is associated with electronic identity proofing and, when processed, the ESA allows certifying officials the ability to electronically sign their submissions.
Validation & Lookup Services			
	XML Schema Validation		???
	Schematron		Check XML for business rules.
	Virus Scanning		???

Service Category	Service	Sub-Service	Description
	Facility Lookup		The Facility/FRS Lookup service provides facility location and mailing address, and geographic coordinate lookup and selection using the Facility Registry System (FRS) Envirofacts service. Service available for CDX user registration and profile management.
	SRS Lookup		The Substance Registry System Integration service provides program office systems with metadata to complement submissions via CDX by providing an integration between the SRS and program office's system.
	Tribes Lookup		This set of web services provides data from the Tribal to complement CDX and partner EN applications. These services rely on the EN Tribal data standard.
	North American Industrial Classification System (NAICS)		This set of web services provides data from the North American Industrial Classification System (NAICS) to complement CDX and partner EN applications. These services rely on the EN SIC/NAICS data standard.
	Emission Inventory System (EIS) Reporting Service		The Emission Inventory Information provides emission point (release point) information for CAA regulated facilities through the EIS REST service. Service available for CDX program service integration.
	Emission Point Lookup		The EIS Lookup service provides emission point identification/description, geographic location, and process unit information lookup and selection using the Emission Inventory System (EIS) service.
Notification & Messaging			
	Notification		The Notifications service provides group inbox messaging capabilities for the MyCDX inbox and the data flow notifications that come into that mailbox. Through this group inbox, multiple users can have access to a shared mailbox via a special role granted to them during the registration process. This service also provides the ability to manage subscriptions to notifications, specifically providing subscription lists that establish groups for receipt of notifications by data flows.
	In-band messaging		
	Out-of-band messaging		
	Group Inbox		
	EnviroFlash		Notification and Messaging services for Enviroflash data exchange provide functionality to distribute messages to controlled subscriber lists by subscriber selected criteria. (ITServices.xlsx: Submitter, Publisher, Scheduler & Subscription Services)
	eActivity (E-Enterprise Portal)		Notification and Messaging services for the eActivity data flow to publish tasks and status to the E-Enterprise Portal for a given user
	Alerts		Notification and Messaging services provides users with relevant alerts such as: Service Availability, Outage Statistics, Emails, News & Updates, and Recent Announcements.
Electronic Data Exchange			
	Exchange Network SOAP Services		Electronic Data Exchange SOAP Web Services provide the functionality to connect and communicate with the CDX Node, Node64, and Next Generation Node using the SOAP messaging standard. The SOAP Web Services Specification is supported by Node2 Microsoft .NET Technology.

Service Category	Service	Sub-Service	Description
		Service Discovery	The Services Discovery service provides Exchange Network Directory Service (ENDS) infrastructure to CDX customers. This infrastructure is needed to collect, disseminate, and manage information about Exchange Network data exchanges. (ITServices.xlsx: Web Services)
		Exchange Network Services Center	
		REST Proxy	
		Submission Workflow	The Workflow service includes support for automation of the business processes necessary to facilitate the exchange of information across multiple stakeholders. This service includes routing and approvals of submissions from the point of entry through their distribution to program office systems.
		Virtual Exchange Services	aka Virtual Node - interaction with remote databases without a Node involved.
		Exchange Network Node Services	EN Node services provide the functionality to allow EN partners to connect their Nodes to the network and securely share their environmental information using standards-based web services and eXtensible Markup Language (XML). Nodes facilitate exchanges of information between Partner databases and can publish data to various consumers (e.g. on websites, mobile apps, etc.). Nodes allow Network Partners to seamlessly exchange data independant of the hardware, operating system, or programming environment.
	Virtual Exchange Services		The Virtual Exchange Service (VES) provide the functionality to create and operate data exchanges on the Exchange Network using a cloud-based Node platform. The VES eliminates the need to use and maintain an indepedent EN node server. The VES supports all of the functions of an independent node, simplifies the creation of data exchanges and supports a new communication model to simplify network connectivity, (i.e., the internet services bus). The VES includes administration services available in the Virtual Exchange Service Administrator which is a web interface used to configure data exchanges.
	CDX Smart Forms		CDX Smart Form services provide the functionality to create and manage CDX data collection forms using the Versiform, rapid form, deployment technologies.
	Web Form Submission		Web Form Submission services provide the functionality to use web forms in data exchanges that pre-date the Versiform smart form service. They are coded forms for capturing data for submission data.
	Payment Processing		Payment Processing servcies provide the functionality to useCDX to connect to the Pay.gov as a payment processing service. CDX integrates with this service to collect payments.
Electronic Signature	CDX Survey		CDX Survey services provide the functionality to incorporate survey feedback mechanism within a data exchange or workflow using CDX messaging servcies
	CDX Account Management (aka My CDX)		MyCDX servcies provide the functionality to users to access CDX Inbox, Profile and Account Management functionality, Notifications, and Submission History for their account.
	Second Factor Authentication		Second Factor Authentication services provide the functionality for 2nd Factor Authentication (e.g. 20-5-1 Query Based Questions). These service methods are described in detail at http://encromerrdev.epacdxnode.net/shared-cromerrws/services .

Service Category	Service	Sub-Service	Description
Identity Proofing			
		LexisNexis InstantID	LexisNexis InstantID services provide the functionality to allow the use of voluntary 3rd Party Identity Proofing services for validation of Full Name, SSN, DoB, Home Address, Home Phone etc.
		Credit Card Identity Proofing	Credit Card Identity Proofing services provide the functionality to identity proofing using credit card information, SSN, DOB, and last name.
SignatureAndCORService			
		Submission History	
		Reviewer Tool	Reviewer Tool services provide the functionality to search, sort, and display transactions submitted by approved users to submissions from a corresponding flow, role, and Program ID specification.
		Encryption	The Encryption service provides the infrastructure and tools necessary to translate data into a more secure format using algorithms. This service includes the secure exchange of encrypted data and the de-cryption of that data once it is received.
Recordkeeping			
	Electronic Signature Agreement (ESA)		This CROMERR Service for trading partners is used to sign a document or submission in the CROMERR Shared Services environment. http://encromerrdev.epacdxnode.net/shared-cromerr-ws/services
Electronic Signature Agreement (ESA) Reuse			
	Recordkeeping (Archives)		The Recordkeeping service is in place for all production data flows and provides an archive of all data submissions. The service includes stored copies for every web or node submission. The retention period for the archive is determined in consultation with the CDX program office customer.


CDX Service Matrix - Service Descriptions

Service	Description
Recordkeeping (Archives)	<i>The Recordkeeping service is in place for all production data flows and provides an archive of all data submissions. The service includes stored copies for every web or node submission. The retention period for the archive is determined in consultation with the CDX program office customer.</i>
Data Quality	<i>The data quality services provide data validation as well as the ability to pull data from a predetermined list using a look-up to ensure that the data received is consistent and accurate.</i>
Electronic Reporting	<i>The Electronic Reporting process provides CDX customers the ability to submit reports required under applicable regulations to EPA program offices to comply with regulatory reporting requirements.</i>
Electronic Reporting Compliance (CROMERR Compliance)	<i>The Electronic Reporting Compliance service provides the infrastructure and processes necessary to comply with EPA's Cross-Media Electronic Reporting Regulation (CROMERR). This service includes providing the capabilities to exchange data using the standards set forth by the CROMERR regulation and also includes providing support for completing the CROMERR checklist.</i>
Reporting	<i>Reporting services provide program office customers with the mechanism to pull data into visually appealing reports for verification and for higher level reporting needs.</i>
Notification	<i>The Notifications service provides group inbox messaging capabilities for the MyCDX inbox and the data flow notifications that come into that mailbox. Through this group inbox, multiple users can have access to a shared mailbox via a special role granted to them during the registration process. This service also provides the ability to manage subscriptions to notifications, specifically providing subscription lists that establish groups for receipt of notifications by data flows.</i>
Security Assessment	<i>CDX provides security assessment services to program office customers. This may include the development of MOU/ ISAs, Security Plans, Certification and Accreditation, and Authority to Operation among others.</i>
Certification and Accreditation (C&A)	<i>The Certification and Accreditation Process Assistance service provides help to CDX program office customers during the process of achieving authorization from the relevant senior official. This service includes assistance with completing the necessary documentation and understanding the core concepts set forth in security guidelines (i.e. NIST 800-37).</i>
Audit Assistance	<i>The Audit Assistance service provides CDX program office customers with assistance during audits of their program office system that is related to a CDX data flow. This service includes multiple types of audits including security audits or those performed by EPA's Office of the Inspector General (OIG).</i>
User Management (MyCDX)	<i>The User management process provide CDX customers the ability to identify and assign individuals within their organization to roles in the paper data processing or electronic reporting submission workflow.</i>
Identity Proofing	<i>This Identity Proofing Service is provided to trading partners to use within their applications to interface with the external LexisNexis electronic identity proofing service to verify the identity of the user.</i>
CDX Help Desk	<i>The CDX Help Desk service provides Tier 1 & 2 Help Desk Support to CDX customers and stakeholders. This service also includes escalation of issues to a Tier 3 Help Desk as necessary. The Help Desk includes preliminary analysis and troubleshooting of CDX login and general CDX support issues.</i>
Exchange Network Help Desk	<i>The Exchange Network Tools Support services provides Tiers 1, 2, and 3 customer support for CDX customers who use the various exchange network tools, including node clients, node appliances, and node administration tools. CDX customers can obtain support for the implementation and configuration of these tools and obtain help in administering node clients through the use of node administration tools.</i>
Project Management Services (SDLC)	<i>Project management is the application of knowledge, skills and techniques to execute projects effectively and efficiently. It's a strategic competency for organizations, enabling them to tie project results to business goals. Project management processes fall into five groups: Initiating, Planning, Executing, Monitoring and Controlling, Closing. For CDX, Project Management services may include oversight and facilitation of SDLC projects, O&M projects, analysis projects, or other types of projects.</i>
O&M Support	<i>Once a customer has implemented a CDX service, O&M support provides on-going support and enhancements of that implemented program service.</i>
Electronic ESA Processing	<i>The eESA service provides the ability to electronically sign agreements which legally bind the submitter's electronic submission to their signature. This ESA allows certifying officials to electronically sign their submissions.</i>

CDX Service Matrix - Service Descriptions

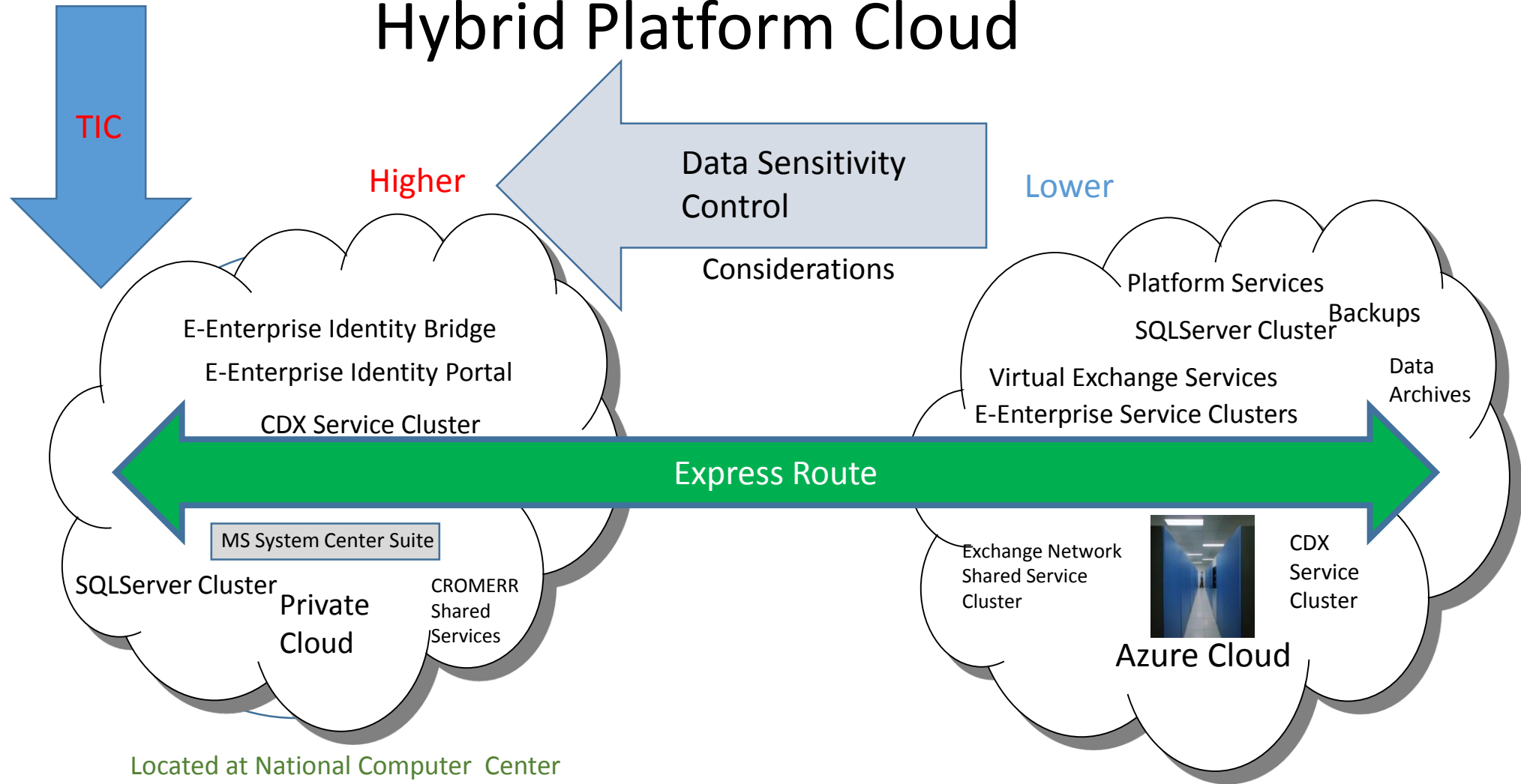
Paper Data or ESA Processing	<p>The Paper Data Processing service provides CDX customers who have a business requirement to receive paper submissions with the infrastructure and processes necessary to process paper environmental reports or forms. This service includes the day-to-day operations associated with processing (including storage of submissions) as well as tracking and reporting on those operations.</p> <p>The eESA Processing service provides assistance with the processing of paper electronic signature agreements which legally bind the submitter's electronic submission to their signature. This service is associated with electronic identity proofing and, when processed, the ESA allows certifying officials the ability to electronically sign their submissions.</p>
Registration Account Maintenance (RMAM)	The Registration Account Maintenance service provides CDX account holders the ability to change and update their account information over time as changes occur, keeping their registration current and maintaining their ability to submit in accordance with submission requirements. This service includes typical account maintenance activities such as updating as well as delegation.
Open Registration	Web browser based registration allows Industry, States, Tribes to register to CDX Web.
Closed Registration	Support Desk assisted user registration using Customer Registration Key (CRK) notification
Approved Registration	Web browser based registration allows Industry, States, Tribes to register to CDX Web. Registration must be approved prior to access to the partner application.
Role Sponsorship	The Role Sponsorship service provides the capability for delegating signing authority to a user who can sign/submit reports on behalf of the regulated entity.
FRS Lookup	The Facility/FRS Lookup service provides facility location and mailing address, and geographic coordinate lookup and selection using the Facility Registry System (FRS) Envirofacts service. Service available for CDX user registration and profile management.
SRS Lookup	The Substance Registry System Integration service provides program office systems with metadata to complement submissions via CDX by providing an integration between the SRS and program office's system.
SignatureAndCORService	This CROMERR Service stores a copy of record (CoR) document.
Data Encryption	The Encryption service provides the infrastructure and tools necessary to translate data into a more secure format using algorithms. This service includes the secure exchange of encrypted data and the decryption of that data once it is received.
VirtualNode	Virtual node is an Exchange Network Node implementation for the cloud environment. The consumer controls node security and functionalities. CDX manages operations and maintenance.
SubmitNow	The SubmitNow Tool provides a simple upload capability per CROMERR submission and signature requirements. The file is submitted to the CROMERR copy of record using the CROMERR widget, which applies the digital signature to the submission.
Data Publishing	The Data Publishing service provides CDX customers with the infrastructure and processes necessary to implement a designed data publishing model (either push or pull). In the push model, the service includes subscriptions. In the pull model, the service includes defining Query and Solicit parameters, providing access to data as necessary via web services.
CDX Registration Web Services	The CDX Registration Web services provide a set of services that make CDX Registration data accessible to partner systems.
Exchange Network Web Services	The Exchange Network Web Services provide a set of services that allow partners to send, get, or download information from other partners on the network including EPA's CDX node.
Reduced Sign-on	The Reduced Sign-on service is a user authentication process that permits a user to provide their access credentials once in order to access multiple applications such as CDX and the partner application.
ReviewNow	Offers Search, Sort, and display of transactions submitted by approved users to submissions submitted by a corresponding flow, role, and Program ID specification.
Cloud Hosting	SOAP Web Services Specification Supported by Node2 Microsoft .NET Technology hosted on Cloud
GeoPlatform	The GeoPlatform service provides geographic mapping capabilities to any application utilizing data sources that contain latitude and longitude information
EnviroFlash	<p>Publisher: Distribute messages to controlled subscriber lists by subscriber selected criteria. (ITServices.xlsx: Submitter, Publisher, Scheduler & Subscription Services)</p> <p>Scheduler: Automated/Scheduled Query and Extract Service to publish information based on subscriber lists and criteria from external sources of information.</p> <p>Submitter: Receive messages for distribution to controlled subscriber lists by subscriber selected criteria.</p>
Pay.gov Payment	Offers routing to GSA Pay.gov Credit/Debit Card for validation of credit for identity proofing purposes.

CDX Services Matrix																																								
Data Exchange	Customer	% of Needed Services Provided by CDX	Open Registration	Closed Registration	Approved Registration	Role Sponsorship	Electronic Identity Proofing	Electronic Signature Agreement - e-Processing	Electronic Reporting Compliance (CROMERR)	Facility Look-up	RMAM	User Management	Data Quality	Substance Look-up	Versiform/Smart Form	CDX Registration Web Services	Exchange Network Web Services	Electronic Signature/CoR Service	Data Encryption	SubmitNow	QA Services (Server)	Recordkeeping (Archives)	Virtual Node	ReviewNow	Data Publishing	Cloud Hosting	Geoplatform	Enviroflash	Pay.gov Payment	Reduced Sign-on	Electronic Reporting	Security Reporting	Certification Assessment	Audit Assistance	CDX Help Desk	Exchange Network Help Desk	Project Management Services (SDLC)	O&M Support	Paper Data or ESA Pro	
TRIBES	OEI	100%																																	✓		✓			
SRS	OEI	100%																																✓		✓				
ODS-CBI	OAR	100%	✓	✓			✓	✓	✓		✓	✓				✓	✓	✓		✓			✓	✓						✓		✓	✓	✓	✓		✓	✓	✓	
VERIFY	OTAQ	100%	✓	✓						✓	✓				✓	✓														✓				✓		✓	✓	✓		
VERIFY - VECD	OTAQ	100%		✓	✓	✓			✓		✓					✓				✓										✓		✓		✓			✓	✓		
CSPP - Title VI	OPPT	100%	✓				✓	✓	✓		✓	✓	✓		✓		✓			✓										✓		✓	✓	✓	✓		✓	✓		
CSPP - Section 5	OPPT	100%	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓		✓		✓	✓			✓									✓		✓	✓	✓	✓		✓	✓	✓	
NeT - EPA Region 6	OECA	100%	✓	✓	✓		✓		✓		✓					✓				✓		✓								✓			✓	✓	✓	✓		✓	✓	✓
ARCS	OW	100%	✓					✓		✓	✓	✓			✓			✓											✓	✓		✓	✓	✓	✓		✓	✓	✓	
TRI TDX	OEI	100%	✓	✓						✓	✓	✓																							✓	✓				
CSPP	OPPT	96%	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓		✓		✓	✓			✓				✗					✓		✓	✓	✓	✓		✓	✓	✓	
VGP	OW	95%	✓	✓			✓	✓	✓		✓	✓	✗		✓		✓		✓			✓		✓						✓	✓		✓	✓	✓	✓		✓	✓	
TRI-MeWeb	OEI	95%	✓				✓	✓	✓	✓	✓	✓	✓		✓		✓			✓				✗						✓	✓		✓	✓		✓	✓	✓	✓	
CSPP - CDR	OPPT	95%	✓				✓	✓	✓	✓	✓	✓	✓		✓		✓	✓			✓			✗						✓		✓	✓	✓	✓		✓	✓	✓	
MyRCRAid	OSWER	94%	✓					✓		✓	✓	✗			✓		✓		✓											✓	✓		✓	✓	✓	✓		✓	✓	✓
eTSCA	OPPT	94%	✓					✓		✓	✓	✗			✓		✓	✓			✓									✓		✓	✓	✓	✓		✓	✓	✓	
SDWIS - ODS Web	OW	93%		✓						✓	✓				✓						✓									✓	✓		✓	✓	✓	✓	✓	✗	✓	
WQX	OW	93%		✓							✓	✓				✓				✓	✓									✓		✓	✓	✓	✓	✓	✓	✗	✓	
UIC	OW	92%									✓	✓				✓		✓		✓	✗									✓		✓			✓	✓	✓	✓		
OTAQ - DC Fuels	OAR	91%	✓		✓	✗	✓	✓	✓		✓	✓			✓	✓	✓			✓							✓			✓		✓	✓	✓	✓		✗	✓	✓	
ICIS - NPDES	OECA	91%													✓				✓	✓				✓						✓		✓	✓	✓		✓	✗	✓		
OTAQ - Reg II	OAR	91%	✓				✗	✓	✓	✓		✓	✓		✓	✓	✓			✓							✓			✓	✓	✓	✓	✓		✗	✓	✓		
OTAQ - QAP	OAR	91%	✓				✗	✓	✓	✓		✓	✓		✓	✓	✓			✓							✓			✓		✓	✓	✓	✓		✗	✓	✓	
UIC Reporting Services	OW	90%		✓						✓	✓						✓													✓		✗	✓			✓		✓	✓	
OTAQ Biofuels	OAR	88%	✓		✓		✗	✓	✓		✓	✓	✓		✓												✓	✓				✓	✓	✓	✓		✗	✓		
OTAQ - EMTS	OAR	85%	✓				✗	✓	✓		✓	✓	✓		✓	✓			✓								✓			✓	✗	✓	✓	✓	✓	✓		✗	✓	
SDWIS - Prime	OW	83%		✓						✓	✓				✓															✓			✓	✓	✓	✓		✗	✓	
GLENDa	Region 5	78%		✓								✗			✓	✓								✓							✗		✓				✓	✓		
IEPB/EN Program Tracking System	IEPB	77%	✓	✓	✓			✓		✓		✗								✓	✓									✗	✗	✓			✓			✓		
RCRA Info	OSWER	75%		✗								✗							✓	✓										✓	✗	✓	✓	✓		✓	✓	✓		

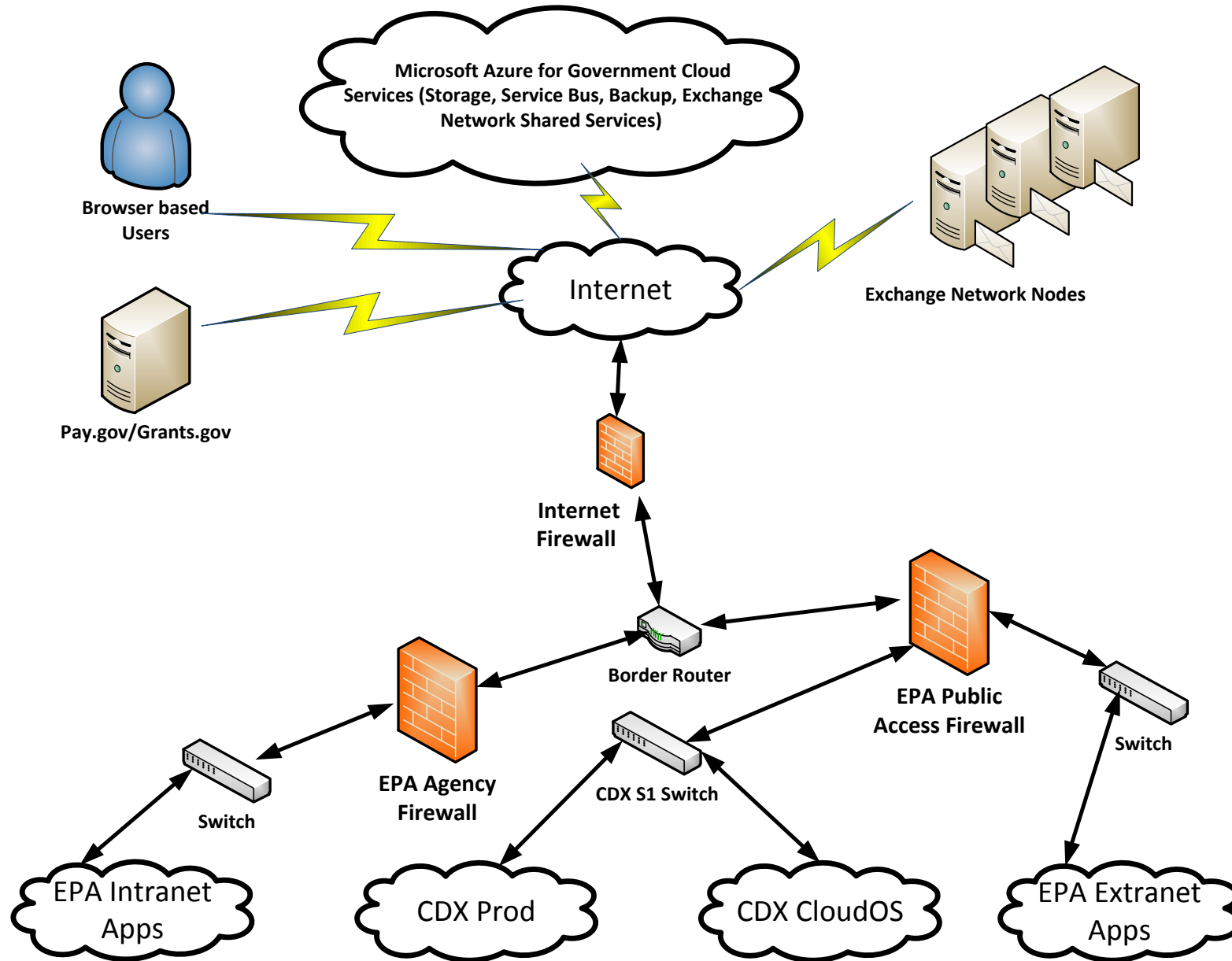
CDX Services Matrix

Data Exchange	Customer	% of Needed Services Provided by CDX	Open Registration	Closed Registration	Approved Registration	Role Sponsorship	Electronic Identity Proofing	Electronic Signature Agreement - e-Processing	Facility Look-up	RMAM	User Management	Data Quality	Substance Look-up	Versiform/Smart Form	CDX Registration Web Services	Exchange Network Web Services	Electronic Signature/CoR Service	Data Encryption	SubmitNow	QA Services (Server)	Recordkeeping (Archives)	Virtual Node	ReviewNow	Data Publishing	Cloud Hosting	Geoplatform	Enviroflash	Pay.gov Payment	Reduced Sign-on	Electronic Reporting	Reporting	Security Assessment	Certification & Accreditation	Audit Assistance	CDX Help Desk	Exchange Network Help Desk	Project Management Services (SDLC)	O&M Support	Paper Data or ESA Pro
SSTS	OAR	73%	✓		✓	✓	✓	✓	✓	✗					✓	✓	✓	✗	✓								✓	✗	✓	✓		✓	✓	✗	✗	✗			
ACE	OIC	60%				✗								✓				✓												✗				✓					
e-GGRT	OAR	53%	✗	✗	✗		✓			✗			✓		✓	✓			✓			✗					✓		✓	✗	✓				✗	✓		✗	
			Registration							Data Exchange Access				Submission				Other				Services to Remove?																	
Key:			✓ CDX Service Used																																				

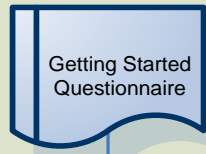
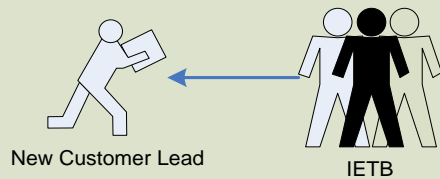
Hybrid Platform Cloud



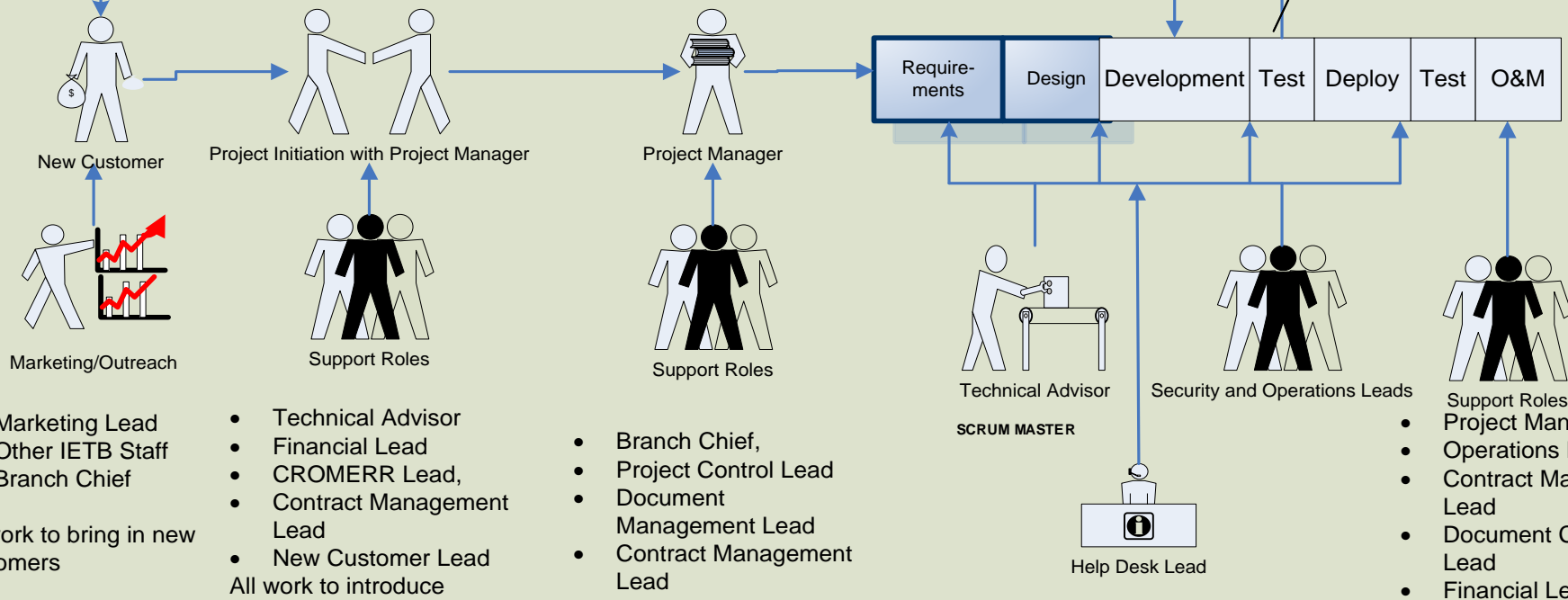
Optimizing service delivery and redundancy



CDX Project Life Cycle



RELEASE
MANAGEMENT BEGINS



- Marketing Lead
- Other IETB Staff
- Branch Chief

All work to bring in new customers

- Technical Advisor
 - Financial Lead
 - CROMERR Lead,
 - Contract Management Lead
 - New Customer Lead
- All work to introduce Customer to CDX process and develop SOW and TDD

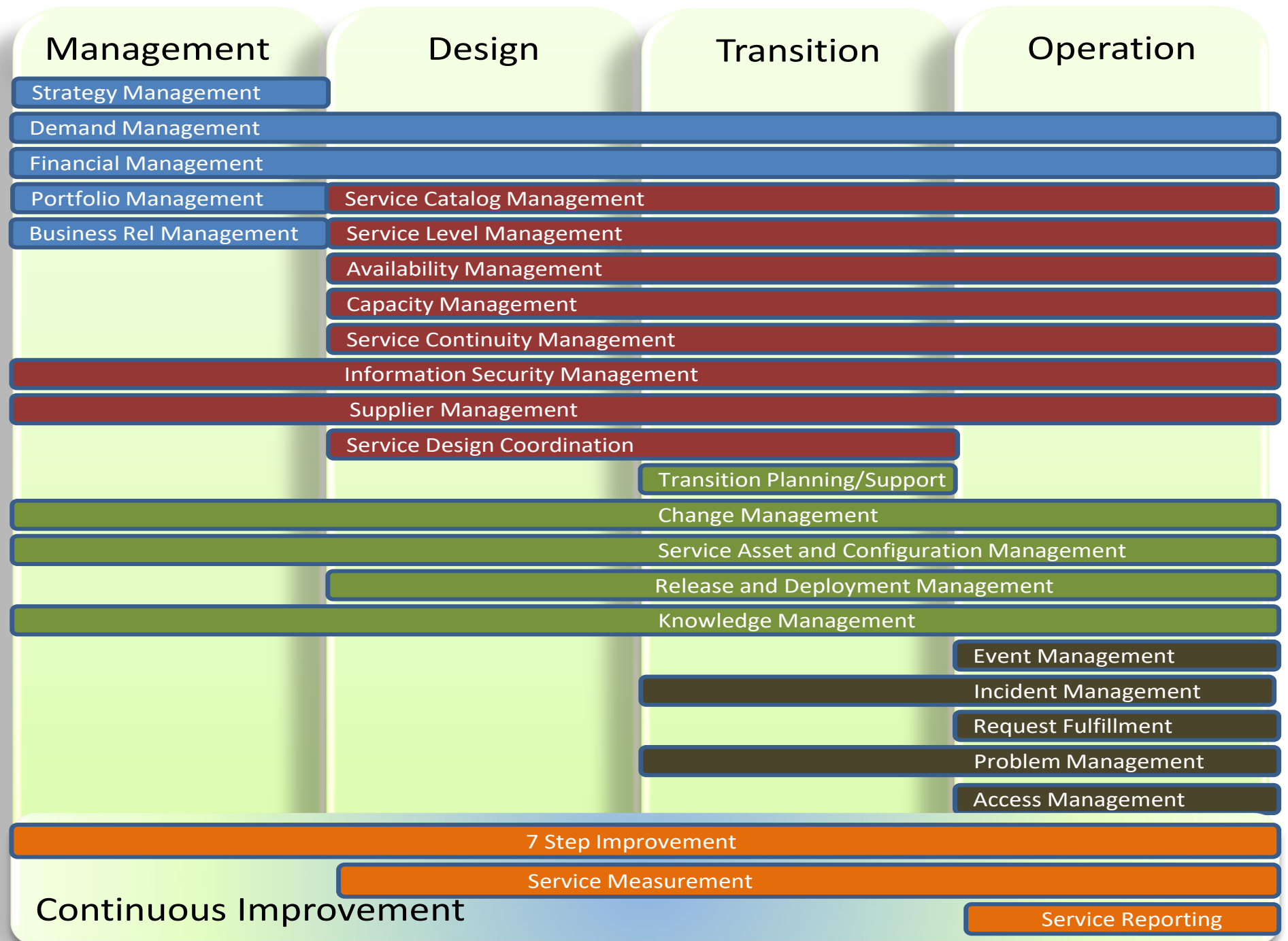
- Branch Chief,
- Project Control Lead
- Document Management Lead
- Contract Management Lead
- Financial Lead

Data Flow Coordinator placed in ADC

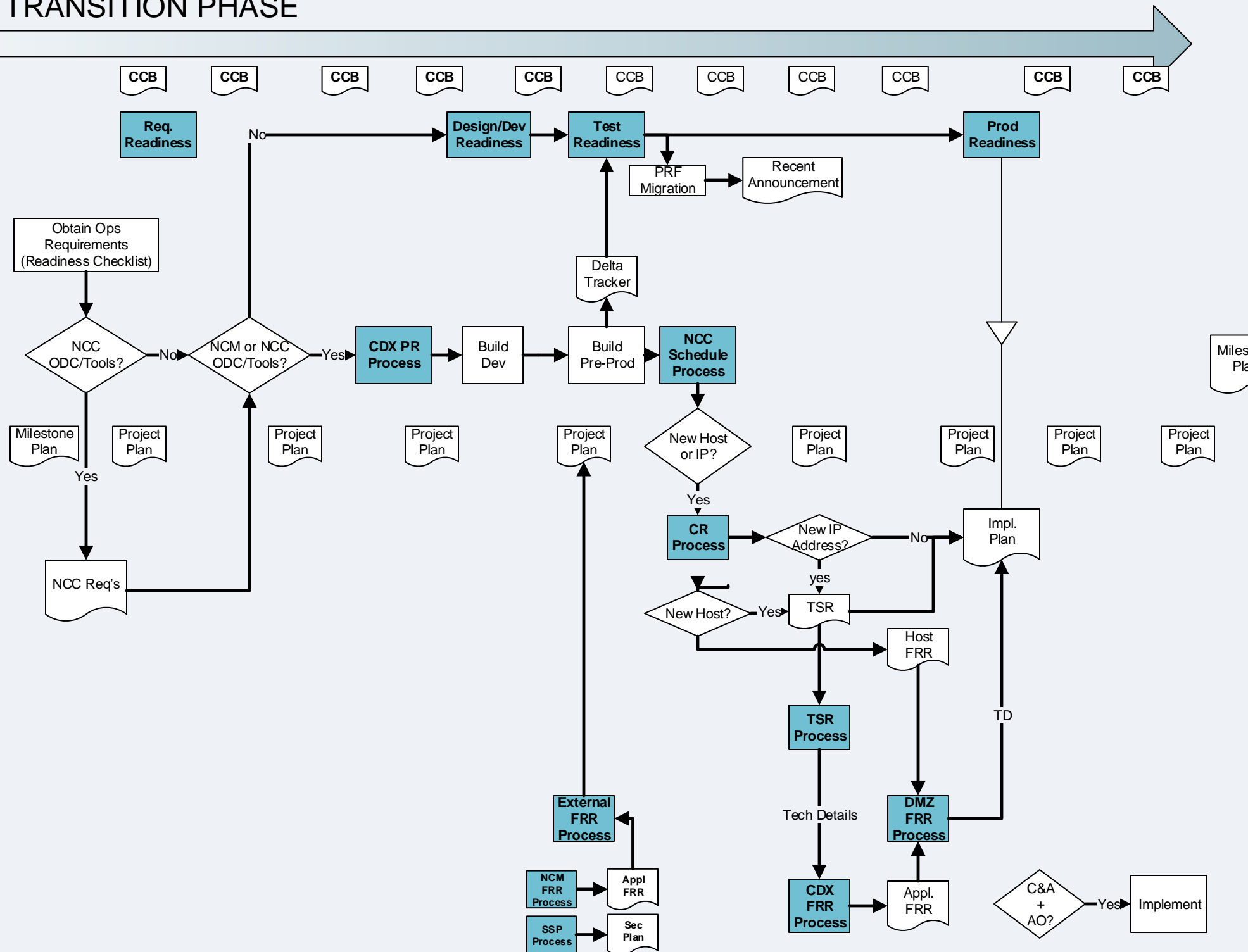
- Project Manager
- Operations Lead
- Contract Management Lead
- Document Control Lead
- Financial Lead

Support Enhancements and Operations and Maintenance

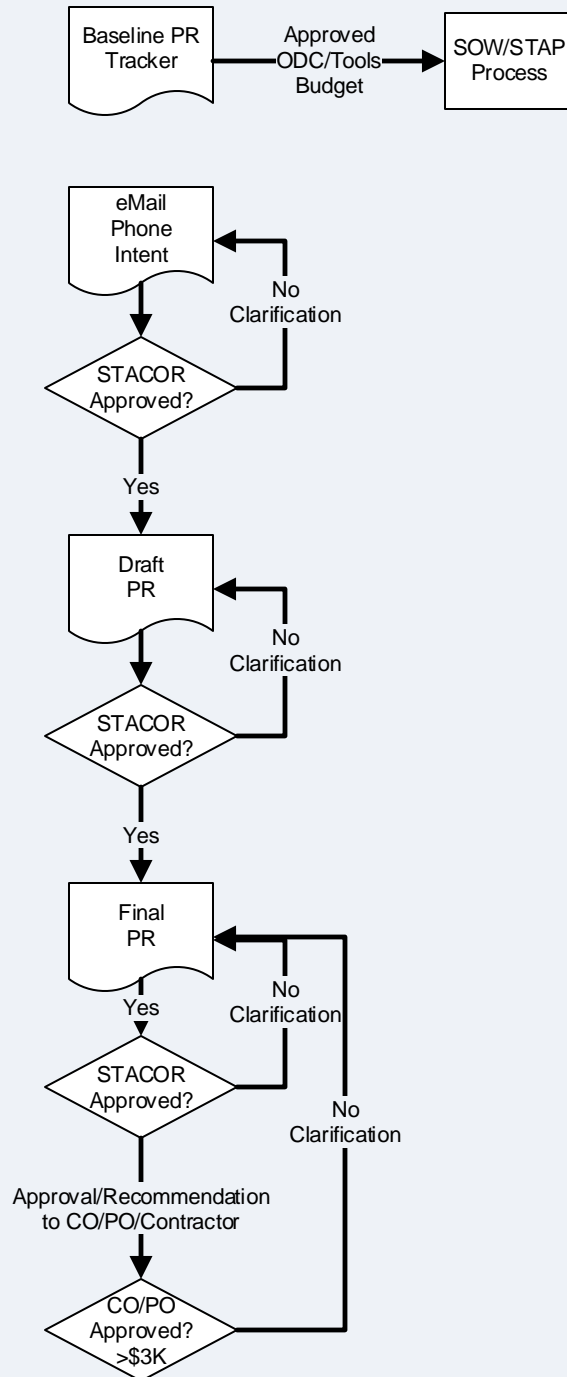
LIFECYCLE PHASES



TRANSITION PHASE

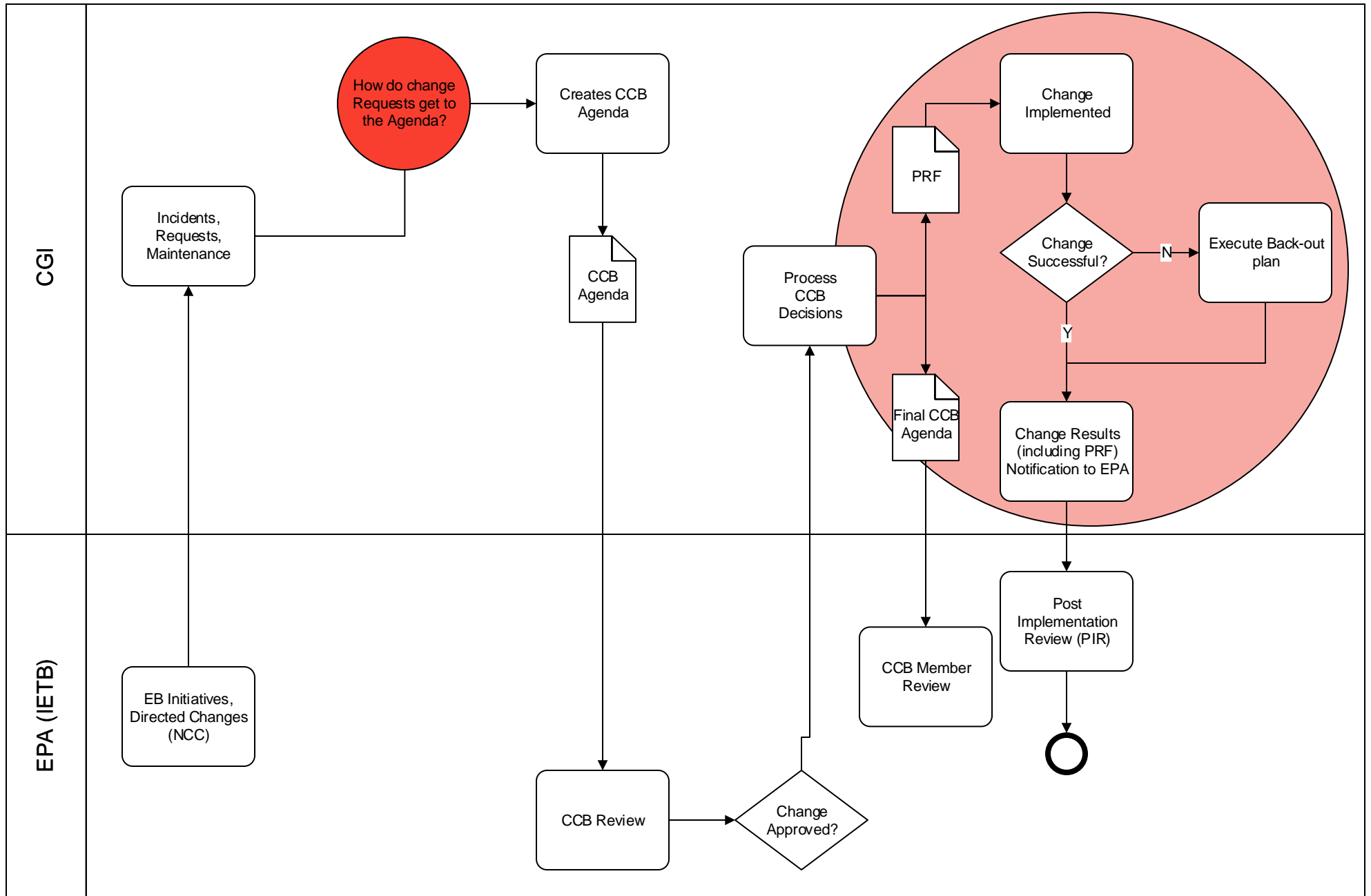


PROCUREMENT PROCESS

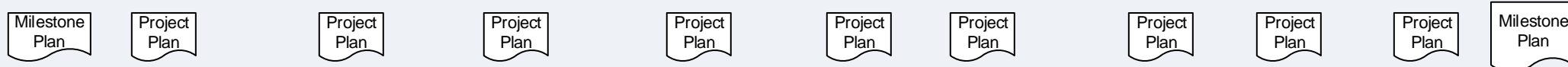
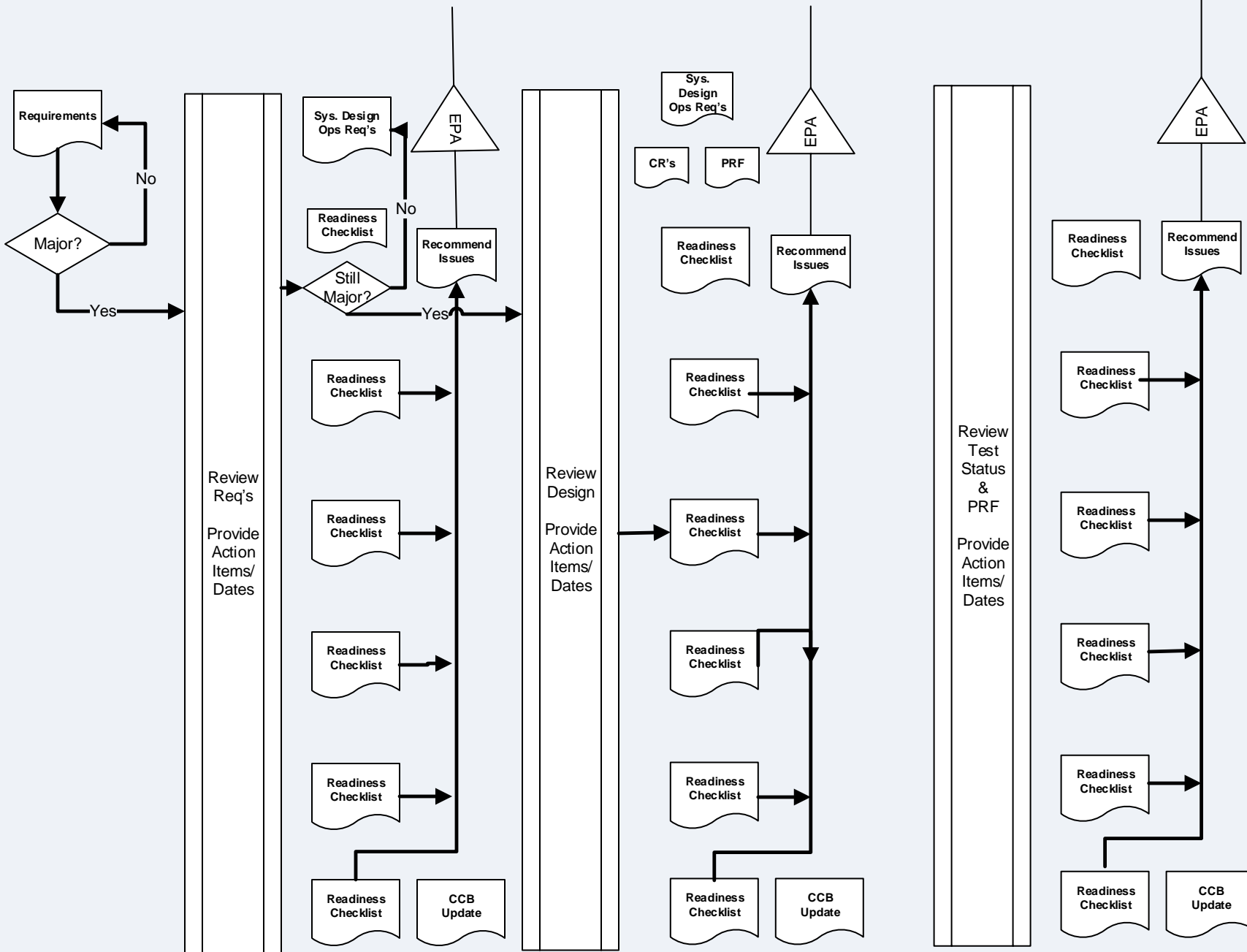


1. Contractor will maintain an ODC Tool Tracker spreadsheet maintaining the CDX Infrastructure inventory along with budgeted cost and reference to status on whether budgeted-purchased, budgeted-planned, budgeted-cancelled, unbudgeted-purchased, unbudgeted-proposed, unbudgeted-planned, dates, purchase/start-end support ranges, proposed cost, proposed Quantity, PR cost/quantity, and Comments for each item.
2. Contractor will provide intent and propose to CDX Infrastructure COR, additions to and removal of ODC/Tools from inventory in a timely manner verbally or in writing, as necessary to order to support new CDX Infrastructure requirements and projects identified through CDX Infrastructure Life Cycle management or CSC cost reduction efforts. CSC will await further technical direction before proceeding with costs to sub-task and await STACOR or PO on formal Procurement Request.
3. Contractor will draft Purchase Requests as directed by STACOR, or implied by previously agreed to budgeted ODC/Tools in the Statement of Work or Sub-Task Area Plan. Draft Purchase Request will estimate costs and state general requirements for new proposals, scheduled ODC Tool Tracker and STAP ODC/Tools, and include purpose/justification, costs, and whether estimated cost is unbudgeted or exceeds original STAP budget. Included in purpose, Contractor shall identify any ODC/tools the purchase will impact or make obsolete.
4. New Purchases/Licenses will be made on behalf of EPA in EPA's name and licensing will be CPU based tied to equipment but transferable to other equipment according or as defined by STACOR technical direction or CDX Infrastructure Statement of Work unless justified and purchase requests will include special license requirements/dependencies stating otherwise. STACOR approval must be made before the Formal Purchase Request is issued, in order to avoid unnecessary costs.
5. Upon request by STACOR, contractor will promptly provide additional support including further information, meeting schedules, and/or scheduled activities to fully identify requirements and impacts consistent with CDX Infrastructure Life Cycle management. Items information that may require attention include: SOW/STAP revisions, Security planning, Engineering Board action items. Contractor will propose projected dates for Purchase Requests and/or activities leading up to Purchase Requests that are expected to take over 3 weeks to complete.
6. After technical direction is given by STACOR to submit final Purchase Request, during the course of finalizing Purchase Request, if there are higher costs, license changes, or changes to quantity or specification of ODC/Tools that alter requirements, then will place Contractor shall place on hold further formal Purchase Request procedures, and contact STACOR verbally or in writing and ask whether to proceed with PR before proceeding. If directed, Contractor will resend Draft Purchase Request with revisions prior to submitting for formal approval.
7. Formal Purchase Requests must report variances from budgeted costs, budget quantity, and variance in product, license, or support previously reported. Alternate multi-year proposals and alternative agreements consistent with EPA requirements should be provided when requested, during drafts, or in order to be consistent with prior Purchase Requests for the same ODC/Tool. Purchase Requests with multiple choices for approval will note there are multiple choices in the purchase request notice to the STACOR.
8. Correct & Complete: All Purchase Requests will be based on a justified need. Therefore, clear justification will be provided with Purchase Requests for products on hardware devices or Platforms known to be discontinued). All Purchase Request information on formal requests must be accurate and complete. Quantities for purchases and discounted prices, invoices, licensing, and background support worksheets will match or clearly identify why they do not match.
9. All Purchase Request Drafts are sent to STACOR in advance unless otherwise directed.
10. All Purchase Request activities are established, all activities up to submission of the formal Purchase Request will occur within 1 week or be documented in Operations Infrastructure Meeting as action item. All Purchase Request activities by Contractor up to formal Purchase Request submission will occur within 3 weeks or provide a Project Plan.

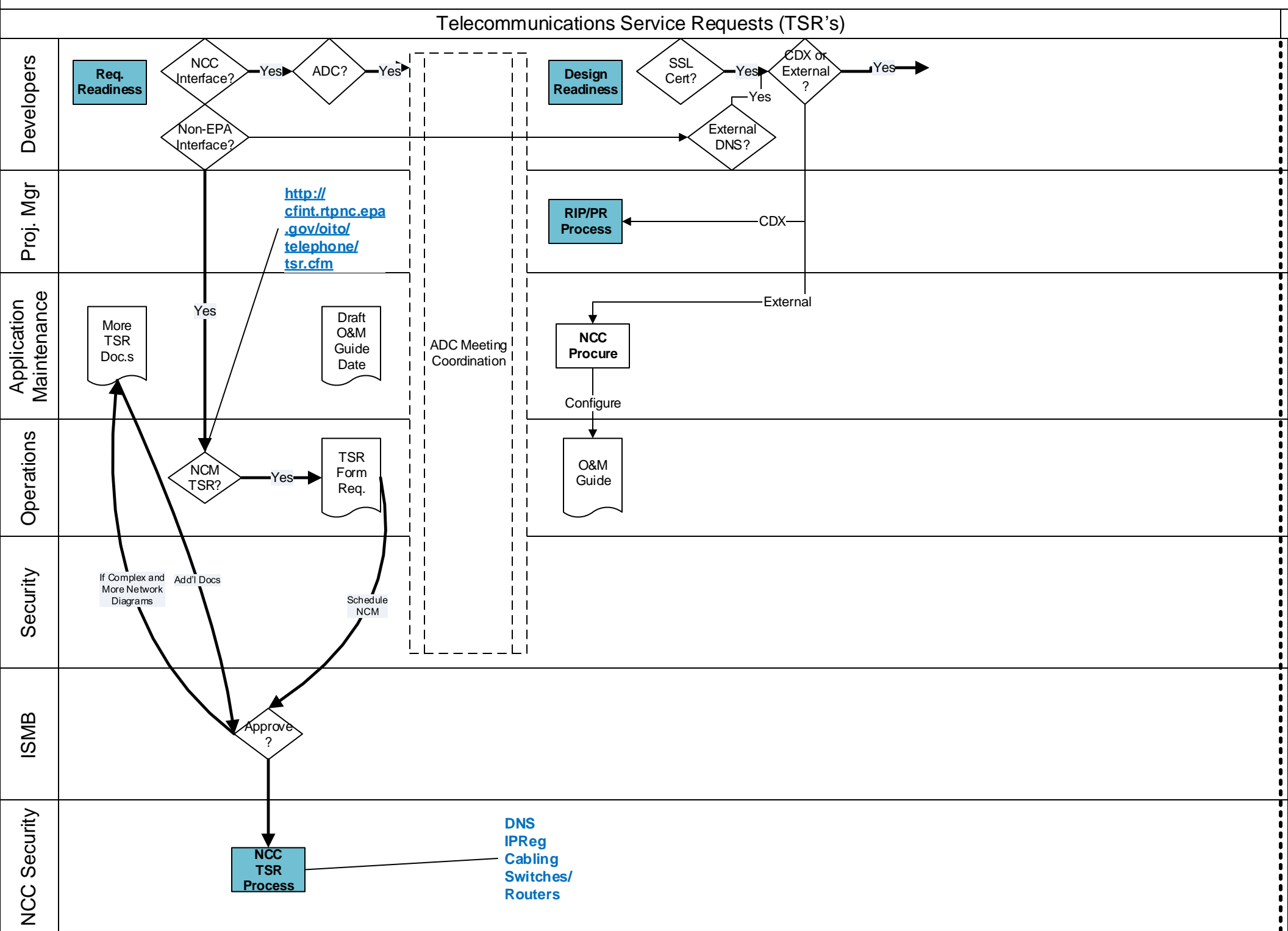
RELEASE MANAGEMENT OVERVIEW



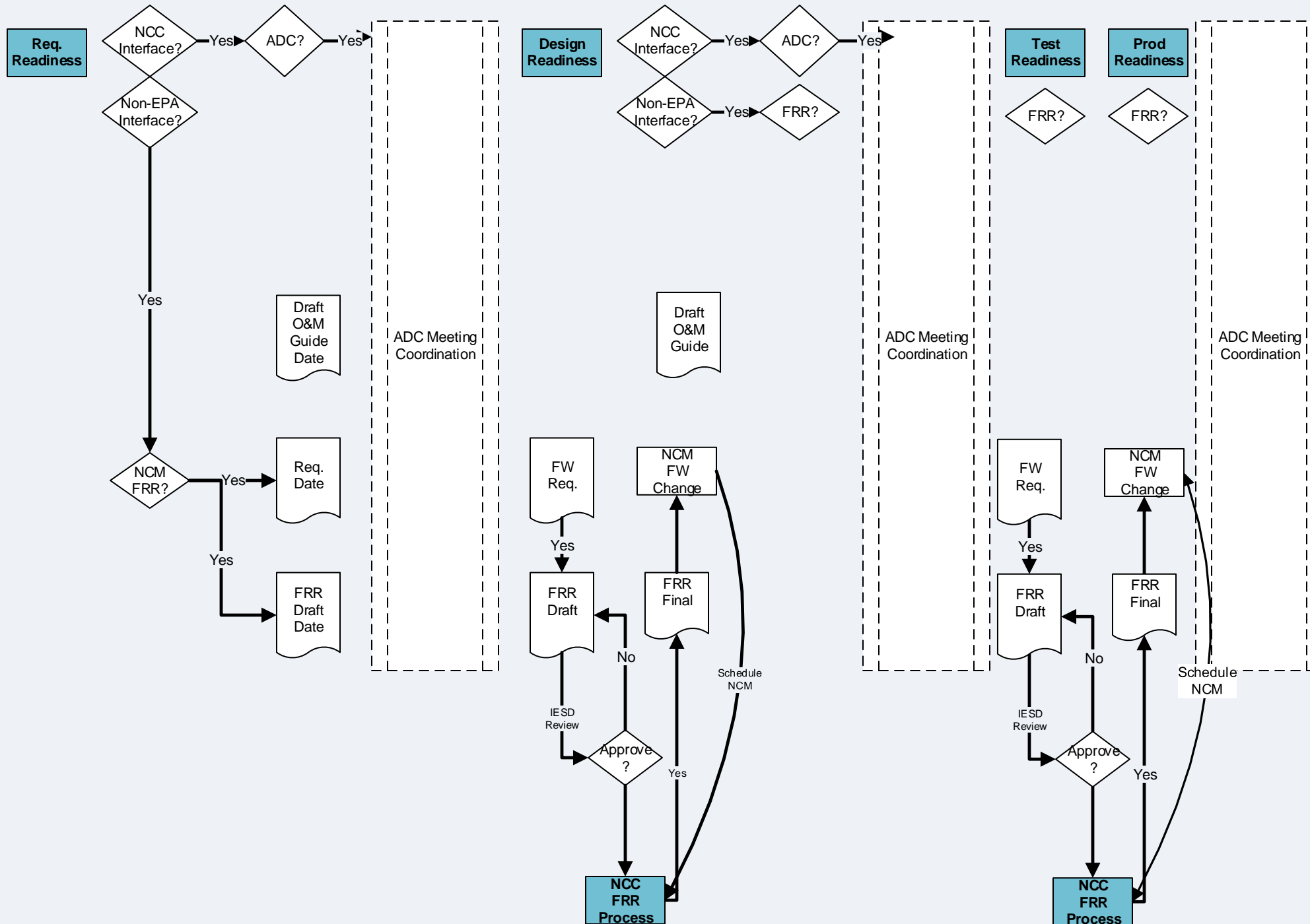
READINESS REVIEW



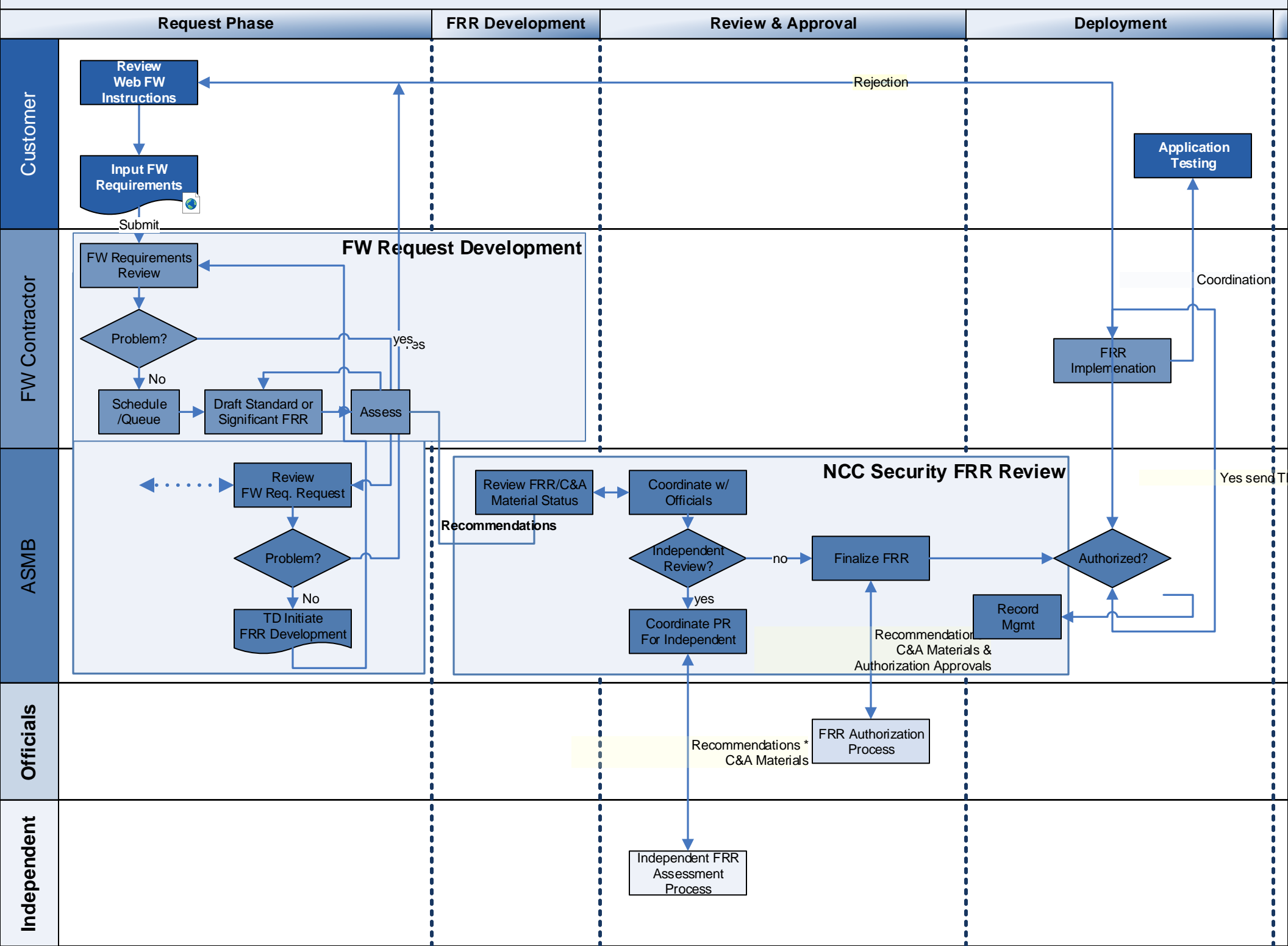
NCC Telecom Service Request Process



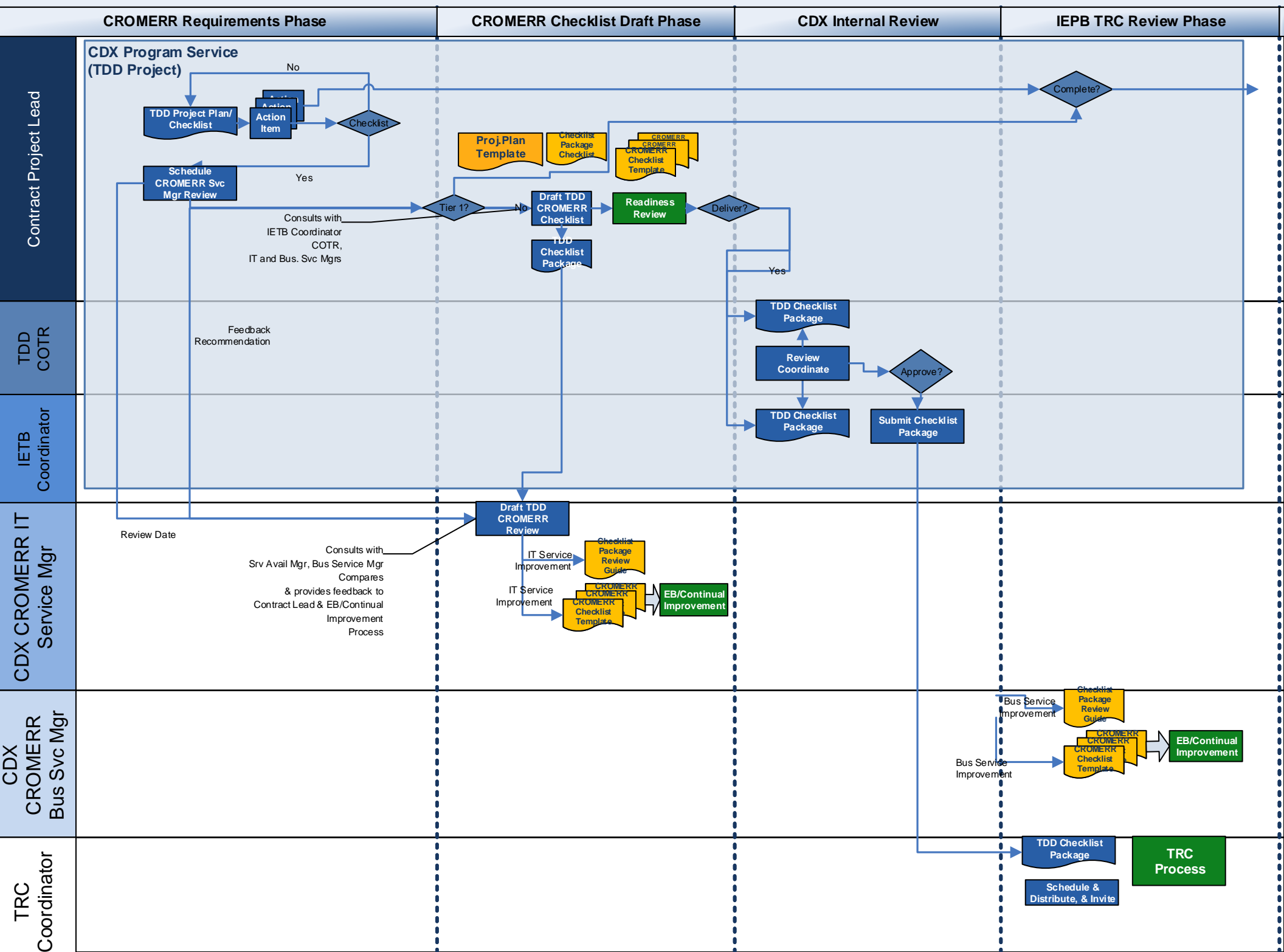
NCC Customer Application Firewall Rule Procedures



Firewall Request Implementation Process



CROMERR Checklist Program Service TDD Process



Reference Links

http://www.exchangenetwork.net/exchanges/air/nei_xml_val.pdf

<https://www.epa.gov/cromerr>

ExchangeNetwork.net

<http://www.exchangenetwork.net/map-nodes/>

Maintenance Support Description	Maintenance Expiration Date
Oracle Maint Renewal	9/30/2018
Versiform Renewal	9/30/2018
Microsoft SQL Server Licenses	9/13/2019
Alfresco One Starter Renewal and Upgrade	10/20/2018
Red Hat – Enterprise Linux Maintenance Renewal	11/7/2018
Cloud OS SW Maintenance	10/21/2020
VeriSign SSL Cert for eGrants renewal	10/15/2019
Wildcard Certificate for e-enterprise.gov	9/12/2019
Network Solutions EPA.CDX.NET	9/7/2020
Microsoft Windows Server Datacenter Edition - Software Assurance	9/1/2020
XML Spy Maintenance Renewal 2017	6/17/2018
Cisco Threat Grid Subscription	6/22/2020
SW Maintenance 8x5xNBD Cisco Threat Grid	6/22/2020
Threat Grid SW	6/22/2020
Cisco Threat Grid Content License	6/22/2020
Cisco AMP FirePower 8150 Chassis & Sub Bundle	6/26/2020
SMARTNET 8X5XNBD FIREPOWER AMP8150	6/26/2020
Cisco FirePower SW V6.1	6/26/2020

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